

Resolve to be

'WaterSmart' in 2013

- Visit tucsonaz.gov/water/watersmart to:
- Find rebates and incentives for residential and commercial customers.
- Learn about free WaterSmart classes on rainwater harvesting, gray water systems, xeriscaping, and drip irrigation.
- Sign up for SmartScape Professional Certification workshops starting January 8.
- Visit our YouTube page for videos and playlists on everything from protecting pipes from freezing to setting up rainwater harvesting.
- Request free WaterSmart and other conservation publications.

For customers without internet access, we offer much of our information via mail. Call Tucson Water's Public Information and Conservation Office (PICO) at (520) 791-4331 with your request and we'll send you materials.

Buy a High Efficiency Toilet **Get a Rebate**

Make 2013 the year to take advantage of Tucson Water's rebate and incentive programs. For instance, our Residential Toilet Rebate Program helps customers recoup some of the costs of replacing an inefficient, pre-1991 toilet with a High Efficiency Toilet (HET) model. Certain guidelines apply. Call (520) 791-4331 for a brochure and application or go online to tucsonaz.gov/water/rebate.



For more information, materials in accessible formats, foreign language interpreters, and/or materials in a language other than English, contact Tucson Water at (520) 791-4331 or (520) 791-2639 for TDD.



Your water CONNECTION

10 Goals for 2013

This year Tucson Water employees will focus on projects, investments and programs that ensure we have a reliable water system and supply now and beyond 2013. In this issue of *Your Water Connection*, I offer up 10 key goals that our employees are working together to achieve in the coming year:



Alan Forrest
DIRECTOR,
TUCSON WATER

1 Accessing the IBM Smarter Cities Challenge Grant – The Challenge Grant means that Tucson Water will have access to some of IBM's top experts, offering pro bono consulting valued at \$400,000. Utility staff, City information technology professionals and IBM experts will work on integrating new automatic meters and upgrading the SCADA system – the master computer hardware and software that monitors and controls water pressure, flows, reservoir levels and energy use.

2 Increasing water recycling – In a desert community, expanding our ability to use renewable water supplies such as recycled water and Colorado River water is critical. Now



Water Reliability

that we are spending \$20 million annually to purchase our full allocation of Central Arizona Project (CAP) water, it is important to examine options for increasing the amount of water we recycle to ensure maximum benefit from this investment in water resources.

Continued inside



PIMA COUNTY

*Sewer Subsidy Program***Assists Low-Income Customers**

Recent sewer user fee increases are necessary to meet rising costs associated with operations and maintenance, rehabilitation of aging sewer infrastructure, and mandated projects to meet increasingly stringent environmental standards. To help offset some of these sewer bill increases for low-income customers, the Pima County Board of Supervisors authorized the Sewer Outreach Subsidy (SOS) Program.

The SOS program has a tiered-rate structure based on federal poverty guidelines. Depending on income and household size, low-income customers may qualify for a 25%, 50%, or 75% discount on their monthly sewer fees, including the flat monthly service fee of \$11.86.

To be eligible for a discount on the monthly sewer user fees, customers must meet the following guidelines:

- Be a residential sewer customer.
- Have a water/sewer bill in your name.
- Meet income guidelines.

Income is determined by the combined earnings of all persons residing in the home. Earning sources include, but are not limited to, salary, child support, alimony, interest income, rental income, Supplemental Security Income, Social Security, veteran disability, and retirement benefits.

Those who meet the federal poverty guidelines are encouraged to apply for the SOS Program. The Pima County Regional Wastewater Reclamation Department has contracted with the Pima County Community Action Agency (PCCAA) to administer this program.

An appointment with PCCAA is required to determine eligibility. To schedule an appointment, please call PCCAA at (520) 243-6794. You must provide the following documents at your appointment: a picture ID, proof of income for the last thirty days, and your current wastewater utility bill.

More information about the SOS program is at pima.gov/www/fees/low_income.htm

CITY OF TUCSON

*Schedule Now Available***2013 Brush & Bulky**

The 2013 Brush & Bulky Collection (B&B) schedule is now available on the Environmental Services (ES) website at tucsonaz.gov/esd. It's easy to access the B&B map and schedule, and use the look-up tool to get the B&B date slated for your neighborhood.



B&B is provided twice each year to ES residential customers as part of their ES service – approximately every six months. Residents will receive a door hanger prior to their B&B collection week that provides information about the collection date and a list of accepted materials. B&B collection is a great time to clean the garage or trim trees and have those bulky items picked up at your home. You can set out up to 10 cubic yards of material for B&B pick-up; that's about the size of 10 washing machines!

B&B is just one way to help keep your neighborhood clean and keep trash and other debris off streets and out of alleys. If your B&B collection isn't scheduled for a few months, ES offers other options:

- Call and schedule a special B&B pick up any time of year for a fee.
- Neighborhood and homeowners' associations can organize a neighborhood clean-up and order roll-off containers at no cost. This is also available to groups of 10 or more neighbors if you live in an area not supported by an association.

For more information about B&B Collection or the neighborhood clean-up program, visit our website or call Customer Service at 791-3171.

Please – Do not store B&B material in alleys or at the curb for months before your scheduled collection. It makes an unsightly mess and can attract illegal dumpers. Materials may be set out two weeks before your collection date.

Your utilities services statement includes fees for your water, wastewater, and environmental services.

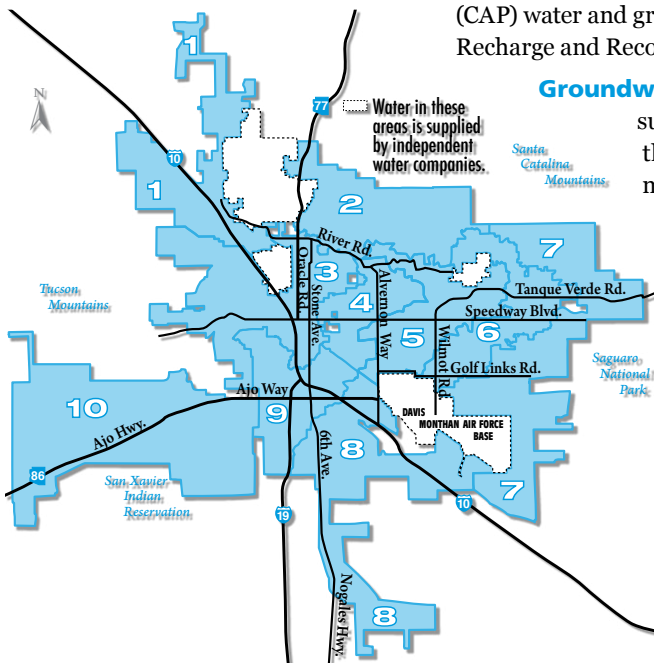
The Pima County Regional Wastewater Reclamation Department (PCRWDRD) – For more information about the regional wastewater system, call (520) 740-6500 or visit pima.gov/www.

Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water quality report

November 2012

More than 20,000 individual water quality tests are performed annually on the drinking water derived from two sources: 1) groundwater and 2) the blend of recharged Central Arizona Project (CAP) water and groundwater from the Clearwater Recharge and Recovery Facility (CRRF).



Groundwater Source Report – Less than 50% of our total water supply comes from pumping native groundwater wells in the Tucson metropolitan area. These test results reflect the main distribution system, divided into 10 zones:

test results

*mg/L means milligrams per liter
1 mg/L = 1 teaspoon in 1,302 gallons
SP = Sample Points

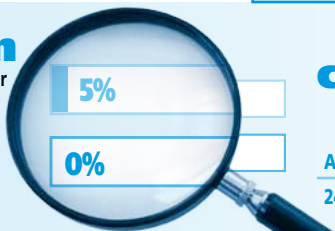
Zones	Sodium (mg/L*) 84 SP	Mineral Content (mg/L*) 247 SP	Hardness (mg/L*) 84 SP	pH Level (S.U.) 247 SP	Temperature (deg°F) 247 SP
1	62	488	237	7.8	79
2	65	482	224	8.0	80
3	64	452	215	8.0	79
4	59	439	200	8.0	79
5	63	456	219	8.0	78
6	65	469	230	8.0	78
7	50	403	186	8.0	78
8	53	457	246	7.7	79
9	61	458	204	7.9	81
10	52	353	144	7.9	80
Avg	60	448	211	8.0	79

The U.S. Environmental Protection Agency (USEPA) has primary standards for levels of coliform bacteria and the disinfectant chlorine.

coliform

EPA standards for positive samples

Positive results
247 samples



chlorine

Actual Average
247 samples 0.9 mg/L

EPA Standard
Max. 4.0 mg/L

Tucson Water
target
average
0.8 to 1.2
mg/L

Clearwater Report – More than 50% of our total water supply is a blend of recharged CAP water and native groundwater from the CRRF. Using this recovered blended water means that we reduce groundwater pumping.

Sodium	66 mg/L	(Dec. 3, 2012)
Mineral Content	486.3 mg/L	(Nov. 9 – Dec. 10, 2012 avg.)
Hardness	229 mg/L	(Dec. 3, 2012)
pH	7.97 S.U.	(Nov. 9 – Dec. 10, 2012 avg.)
Coliform Bacteria	Negative	(Nov. 29, 2012)
Chlorine Level	1.08 mg/L	(Nov. 9 – Dec. 10, 2012 avg.)
Temperature	78.78°F	(Nov. 9 – Dec. 10, 2012 avg.)

To obtain water quality information, go to tucsonaz.gov/water and click on the Water Quality tab for maps, FAQs, definitions, reports, online monitoring station results, and more. Call (520) 791-4331 to schedule speakers, ask for an Annual Water Quality Report, or to request brochures.

10 Goals for 2013 (Cont'd.)

Continued from front

3 Completion of the new Advanced Oxidation Plant (AOP) – The AOP, combined with the existing Tucson Airport Remediation Project (TARP), will remove 1,4-dioxane and other contaminants from water, treating and purifying some 8 million gallons of water a day. Look for the AOP to be operational by year end.

4 Improving WaterSmart rebates to conserve water and save money – The Citizens' Water Advisory Committee (CWAC) is working with Conservation Program staff to improve rebate programs that help to reduce water waste and lower utility costs:

- Commercial customers can benefit from revisions made to the Irrigation Upgrade Rebate program.
- Rebates for installation of gray water systems for residential customers to recycle water at their homes will be increased to a maximum of \$2,000.

5 Going green with a paperless utility services statement – In 2013, you'll be able to securely go online to access your monthly utility services statement, along with payment history. Combine this paperless statement with online bill payment, pay by phone or automatic debit payments and that saves trees, time and postage.

6 Replacing aging pipeline – More than \$6.5 million will be spent on replacing aging pipelines throughout the city: \$5.5 million is allocated toward replacing pipes as part of ongoing road improvement programs, and \$1.5 million will be used to replace old pipes in neighborhoods near Craycroft and 29th Street.



Tucson Water will replace aging pipeline in select neighborhoods in 2013.

7 Continuing to rehabilitate our reservoirs – Reservoirs are an important part of a delivery system that ensures reliable water supplies and service. In 2013, we will complete rehabilitation of Paseo Tamayo Reservoir, 22nd Street Reservoir, and Valley View Reservoir, collectively storing almost 40 million gallons of drinking water. We will also inspect all reclaimed water storage facilities.

8 Replacing 26,000 aging meters – Tucson Water will replace 26,000 residential and commercial meters that are old and under-recording water use. The utility will continue to phase in new automatic meter reading (AMR) technology that transmits data to a handheld or vehicle-mounted collection unit, increasing our ability to collect water use data in a more efficient manner. Future plans call for meters that interface with broadband and smartphones so that customers can monitor water consumption as it happens.



There are currently 50,000 meters using AMR hardware in the field.

9 Updating the Long Range Plan – Last updated in 2004, the Long Range Plan provides a road map for the investments needed to develop water supplies into the future. The main elements in the Plan under consideration for revision, include fully utilizing existing renewable supplies, continuing an aggressive water conservation and efficiency program, and exploring acquisition of additional water supplies.

10 Increasing capacity of the Clearwater Renewable Facility – Construction of a \$12 million reservoir and booster station at the Clearwater Renewable Facility will be complete during 2013, increasing our capacity to deliver recovered CAP water from the Southern Avra Valley Storage and Recovery Project. Early work on a \$28 million pipeline designed to provide redundancy for delivery of recovered groundwater will also begin in 2013.